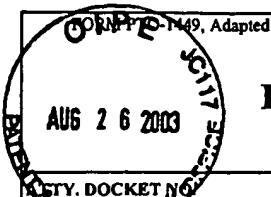


AUG 26 2003

LIST OF INFORMATION DISCLOSED BY APPLICANT

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APPL. DOCKET NO. 07115-0001		SERIAL NO. 10/602,804	FILING DATE June 24, 2003					
APPLICANT McIlwaine et al.			GROUP					
U.S. PATENT DOCUMENTS								
EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE	
QN	AA	3,594,919	7/27/1971	De Bell et al.	434	319	9/23/1969	
QN	AB	3,705,271	12/5/1972	De Bell et al.	360	74.4	3/26/1971	
QN	AC	4,684,349	8/4/1987	Ferguson et al.	434	308	7/28/1986	
QN	AD	4,776,016	10/4/1998	Per K. Hansen	704	275	11/21/1985	
QN	AE	4,853,952	8/1/1989	Jachmann et al.	379	88.11	12/3/1987	
QN	AF	4,916,726 B1	6/9/1992	Morley et al. (Reexamination Certificate)	379	88.13	9/29/1988	
QN	AG	5,058,008	10/15/1991	Karl H. Schumacher	705	9	10/3/1989	
QN	AH	5,110,329	5/5/1992	Helmut Pieper	355	88.35	6/20/1990	
QN	AI	5,199,062	3/30/1993	Von Meister et al.	379	88.04	11/8/1991	
QN	AJ	5,309,505	5/3/1994	Szlam et al.	379	88.01	5/20/1991	
QN	AK	5,310,349	5/10/1994	Daniels et al.	434	350	4/30/1992	
QN	AL	5,311,422	5/10/1994	Loftin et al.	703	2	6/28/1990	
QN	AM	5,384,841	1/24/1995	Adams et al.	379	266.04	10/27/1993	
QN	AN	5,416,694	5/16/1995	Parrish et al.	705	8	2/28/1994	
QN	AO	5,469,491	11/21/1995	Morley et al.	379	88.13	2/2/1994	
QN	AP	5,511,112	4/23/1996	Aleksander Szlam	379	266.06	4/29/1994	
QN	AQ	5,533,115	7/2/1996	Hollenbach et al.	379	221.11	11/4/1994	
QN	AR	5,535,256	7/9/1996	Maloney et al.	379	306	5/3/1995	
QN	AS	5,583,965	12/10/1996	Douma et al.	704	275	9/12/1994	
EXAMINER <i>Dymph Nguyen</i>				DATE CONSIDERED <i>6/9/03</i>				
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APPLY. DOCKET NO. 07/12/05014	SERIAL NO. 10/602,804	FILING DATE June 24, 2003
APPLICANT McIlwaine et al.	GROUP	

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
QN	BA	5,590,188	12/31/1996	Gary B. Crockett	379	265,02	2/17/1995
QN	BB	5,594,791	1/14/1997	Szlam et al.	379	265,09	10/5/1994
QN	BC	5,597,312	1/28/1997	Bloom et al.	434	362	5/4/1994
QN	BD	5,633,924	5/27/1997	Kaish et al.	379	266,08	12/11/1995
QN	BE	5,675,637	10/7/1997	Szlam et al.	379	142,17	5/16/1995
QN	BF	5,696,811	12/9/1997	Maloney et al.	379	265,07	6/20/1996
QN	BG	5,703,943	12/30/1997	Mary Rita Otto	379	265,11	10/16/1995
QN	BH	5,721,770	2/24/1998	Joylee E. Kohler	379	265,12	7/2/1996
QN	BI	5,727,950	3/17/1998	Cook et al.	434	350	5/22/1996
QN	BJ	5,738,527	4/14/1998	Steven W. Lundberg	434	322	8/8/1996
QN	BK	5,745,109	4/28/1998	Nakano et al.	715	838	6/17/1996
QN	BL	5,757,644	5/26/1998	Jorgensen et al.	700	83	
QN	BM	5,790,798	8/4/1998	Beckett et al.	709	224	5/31/1996
QN	BN	5,818,907	10/6/1998	Maloney et al.	379	32,01	8/4/1997
QN	BO	5,825,869	10/20/1998	Brooks et al.	379	265,12	4/23/1996
QN	BP	5,827,071	10/27/1998	Sorensen et al.	434	323	8/26/1996
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QN	BS	5,877,954	3/2/1999	Klimasauskas et al.	700	27	5/3/1996

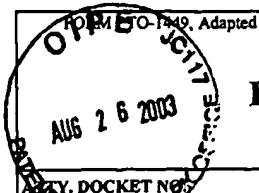
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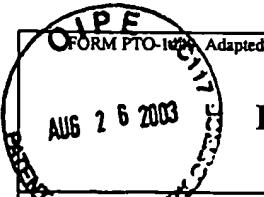
6/9/06

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APPLY. DOCKET NO. 0711386601		SERIAL NO. 10/602,804	FILING DATE June 24, 2003				
APPLICANT McIlwaine et al.					GROUP		
U.S. PATENT DOCUMENTS							
EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME		CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
AN	CA 5,903,641	5/11/1999	Alan V. Tonisson		379	265.12	1/28/1997
AN	CB 5,904,485	5/18/1999	David M. Siefert		434	322	11/4/1994
AN	CC 5,937,037	8/10/1999	Kamel et al.		379	88.19	1/28/1998
AN	CD 5,943,416	8/24/1999	Doug Gisby		379	265.13	2/17/1998
AN	CE 5,946,375	8/31/1999	Pattison et al.		379	112.01	5/12/1997
AN	CF 5,946,387	8/31/1999	Alex Miloslavsky		379	265.12	2/19/1997
AN	CG 5,957,659	9/28/1999	Amou et al.		415	178	6/5/1997
AN	CH 5,963,635	10/5/1999	Szlam et al.		379	309	12/12/1996
AN	CI 5,971,271	10/26/1999	Wynn et al.		235	380	6/24/1997
AN	CJ 5,991,394	11/23/1999	Dezonno et al.		379	265.09	2/5/1998
AN	CK 6,014,134	1/11/2000	Bell et al.		715	705	8/23/1996
AN	CL 6,038,544	3/14/2000	Machin et al.		705	11	2/26/1998
AN	CM 6,039,575	3/21/2000	L'Allier et al.		434	323	10/24/1996
AN	CN 6,044,355	3/28/2000	Crockett et al.		705	8	7/9/1997
AN	CO 6,044,368	3/28/2000	James Karl Powers		707	2	4/30/1998
AN	CP 6,052,460	4/18/2000	Fisher et al.		379	265.12	12/17/1997
AN	CQ 6,058,163	5/2/2000	Pattison et al.		379	265.06	5/12/1997
AN	CR 6,067,537	5/23/2000	O'Connor et al.		706	47	12/22/1998
AN	CS 6,067,538	5/23/2000	Zorba et al.		706	47	12/22/1998
EXAMINER <i>Duyph Nguyen</i>				DATE CONSIDERED 6/9/06			
EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.							



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APPLICANT DOCKET NO. 07117.10361		SERIAL NO. 10/602,804	FILING DATE June 24, 2003				
APPLICANT McIlwaine et al.		GROUP					
U.S. PATENT DOCUMENTS							
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QN	DA	6,070,142	5/30/2000	McDonough et al.	705	7	4/17/1998
QN	DB	6,073,127	6/6/2000	Lannert et al.	706	45	12/22/1998
QN	DC	6,078,894	6/20/2000	Clawson et al.	705	11	3/28/1997
QN	DD	6,086,381	7/11/2000	Downs et al.	434	322	9/2/1997
QN	DE	6,118,865	9/12/2000	Doug Gisby	379	265.02	8/24/1999
QN	DF	6,118,973	9/12/2000	Ho et al.	434	362	2/22/1999
QN	DG	6,119,097	9/12/2000	David Ibarra	705	11	11/26/1997
QN	DH	6,128,380	10/3/2000	Shaffer et al.	379	265.01	8/24/1998
QN	DI	6,134,539	10/17/2000	O'Connor et al.	706	45	12/22/1998
QN	DJ	6,144,971	11/7/2000	Sunderman et al.	715	580	1/25/1999
QN	DK	6,146,148	11/14/2000	John J. Stuppy	434	322	3/25/1999
QN	DL	6,163,607	12/19/2000	Bogart et al.	379	266.01	11/3/1998
QN	DM	6,170,014 B1	1/2/2001	Darago et al.	709	229	3/18/1999
QN	DN	6,171,109 B1	1/9/2001	Setsuo Ohsuga	434	118	6/18/1997
QN	DO	6,192,122 B1	2/20/2001	Flockhart et al.	379	266.1	2/12/1998
QN	DP	6,201,948 B1	3/13/2001	Cook et al.	434	350	3/16/1998
QN	DQ	6,211,451 B1	4/3/2001	Tohgi et al.	84	470 R	1/26/1999
QN	DR	6,215,865 B1	4/10/2001	David T. McCalmont	379	212.01	10/13/1998
QN	DS	6,263,049	7/17/2001	Rdney Kuhn	379	32.01	9/25/0997
EXAMINER <i>Quynh Nguyen</i>				DATE CONSIDERED <i>6/9/06</i>			
EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.							

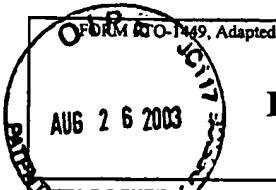
FORM PEO-1049, Adapted

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APPLICANT McIllwaine et al.		GROUP						
U.S. PATENT DOCUMENTS								
EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME		CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
QN	EA	6,275,812 B1	8/14/2001	Haq et al.		705	11	12/8/1998
QN	EB	6,278,978 B1	8/21/2001	Andre et al.		705	9	4/7/1998
QN	EC	6,289,340 B1	9/11/2001	Puram et al.		707	5	8/3/1999
QN	ED	6,324,282 B1	11/27/2001	McIllwaine et al.		379	265.06	3/2/2000
QN	EE	6,347,139 B1	2/12/2002	Fisher et al.		379	265.12	12/6/1999
QN	EF	6,371,765 B1	4/16/2002	Wall et al.		379	265.05	11/9/1999
QN	EG	6,408,066 B1	6/18/2002	Andruska et al.		379	265.12	12/15/1999
QN	EH	6,453,038 B1	9/17/2002	McFarlane et al.		379	265.05	6/1/2000
QN	EI	6,459,787 B2	10/1/2002	McIllwaine et al.		379	265.06	9/10/2001
QN	EJ	6,510,221 B1	1/21/2003	Fisher et al.		379	265.12	12/6/1999
QN	EK	6,535,600 B1	3/18/2003	Fisher et al.		379	265.12	12/6/1999
QN	EL	6,553,114 B1	4/22/2003	Fisher et al.		379	265.12	12/6/1999
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QN	EO	WO 98/22864	5/28/1998	WO	Mann et al.			
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	EQ							
	ER							
EXAMINER <i>Duyne Nguyen</i>					DATE CONSIDERED <i>6/9/06</i>			
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ATTY. DOCKET NO. 0714-200509-MA		SERIAL NO. 10/602,804	FILING DATE June 24, 2003
APPLICANT McIlwaine et al.			GROUP
OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)			
QN	FA		ACTV NET Debuts eSchool Online; Business Wire; 24 March 1997; pp. 03241287
QN	FB		Armstrong, <i>Electronic Mail Order for Distance Learning</i> ; IEEE Colloquium on Commercialising the Internet; pp. 4/1-4/4; 02/1997
QN	FC		Call Center E-Journal; <i>Telvista Integrates eLearning and Quality Monitoring</i> ; August 2001; pp. 8 – 12
QN	FD		Click2learn; <i>Click2learn Unveils New Platform; Takes Aim at e-Learning Industry's Shortcomings</i> ; Press Release; June 4, 2001
QN	FE		Click2learn; <i>Aspen: The Next-Generation e-Learning Platform</i> ; (2001)
QN	FF		Curilem et al.; <i>Considerations for the Design of a Tutoring System Applied to Diabetes</i> ; Proceedings of the 22 nd Annual EMBX International Conference; July 23-28, 2000; pp. 2811-2814
QN	FG		Cybulski et al.; <i>Teaching Systems Analysis and Design Using Multimedia and Patterns</i> ; IEEE; 2000; pp. 113-122
QN	FH		Envision Telephony; <i>Click2Coach</i> ; (2001)
QN	FI		Envision Telephony; <i>What Makes Your Contact Center Agents Truly Effective</i> ; (2001)
QN	FJ		Fletcher, Scotty; <i>Companies turn to the Virtual Classroom</i> ; dbusiness.com; May 25, 2000
QN	FK		Granić et al.; <i>User Interface Aspects of an Intelligent Tutoring System</i> ; 22 nd Int. Conf. Information Technology Interfaces ITI 2000, June 13-16, 2000; pp. 157-164
QN	FL		Levinson et al.; <i>Chess Neighborhoods, Function Combination, and Reinforcement Learning</i> ; Institution of Electrical Engineers; 2003; INSPEC Abstract No. C2002-07-7830D-012
QN	FM		NICE Systems; <i>NICE to Launch Integrated e-Learning Solution Through Partnership With Astound</i> ; News Release; December 4, 2000
QN	FN		Skowronek, Larry; <i>Aspect eWorkforce Management v6</i> ; July 30, 2001
	FO		
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	FU		
EXAMINER	<i>Duyph Nguyen</i>		DATE CONSIDERED 6/9/06
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APPLICANT McIlwaine et al.	GROUP
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U.S. PATENT DOCUMENTS

EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
QN	AA 5,659,768	8/19/1997	Forbes et al.	715	517	5/12/1995
QN	AB 5,911,134	6/8/1999	Castonguay et al.	705	9	10/12/1990
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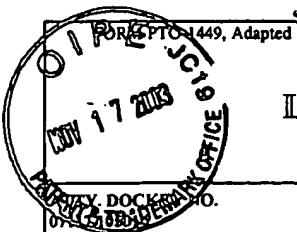
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OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

AP	Syntora.com; Syntora Agentivity; (2003); 14 Pages
AQ	

EXAMINER	<i>Duyph Nguyen</i>	DATE CONSIDERED	<i>6/9/06</i>
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APPLICANT McIlwaine et al.	SERIAL NO. 10/602,804	FILING DATE June 24, 2003
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U.S. PATENT DOCUMENTS

EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
QN	AA 5,915,973	6/29/1999	Hoehn-Saric et al.	434	350	3/11/1997
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QN	AC 6,108,687	8/22/2000	Russell O. Craig	709	203	3/2/1998
QN	AD 6,141,528	10/31/2000	Ronald Remschel	434	350	9/22/1997
QN	AE 6,149,441	11/21/2000	Pellegrino et al.	434	350	11/6/1998
QN	AF 6,155,840	12/5/2000	Alfred V. Sallette	434	323	9/18/1998
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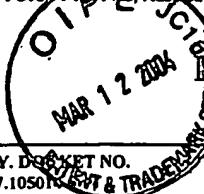
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EXAMINER <i>Darryl Nguyen</i>	DATE CONSIDERED <i>6/19/03</i>
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APPLICANT McIlwaine et al.				GROUP			
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FORM PTO 1440, Adopted



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June 24, 2003APPLICANT
McIlwaine et al.GROUP
3713

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
AN	AA	6,628,777 B1	9/30/2003	McIlwaine et al.	379	265.01	11/16/1999
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EXAMINER

Chris Nguen

DATE CONSIDERED

6/9/06

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FORM PTO-1449, Adapted

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07117.105014SERIAL NO.
10/602,804FILING DATE
June 24, 2003APPLICANT
McIlwaine et al.GROUP
3713

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
QN	AA	5,914,951	6/22/1999	Bentley et al.	370	352	4/16/1996
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EXAMINER

Dunphy Neugarten

DATE CONSIDERED

6/9/06

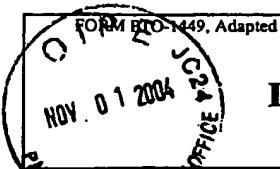
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FORM PTO-1449, Adapted

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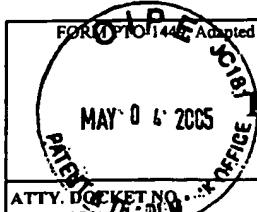
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ATTY. DOCKET NO. 07117.105014	SERIAL NO. 10/602,804	FILING DATE June 24, 2003				
APPLICANT McIlwaine et al.	GROUP 3713					
U.S. PATENT DOCUMENTS						
EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
AA						
AB						
AC						
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AE						
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FOREIGN PATENT DOCUMENTS						
DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION		
				YES	NO.	
AN						
AO						
OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)						
QN	AP	Knowlagent; <i>Knowlagent r7 Capabilities and Technologies Overview</i> ; June 10, 2004; pp. 1-20				
QJ	AQ	Knowlagent; Marketing document from website; www.knowlagent.com ; (August, 2004)				
EXAMINER	<i>Christopher Nguyen</i>			DATE CONSIDERED	6/9/06	
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APPLICANT McIlwaine et al.				GROUP 3713				
U.S. PATENT DOCUMENTS								
EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME		CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
QN	AA	5,100,329	3/31/1992	Deesen et al.		434	327	11/27/1990
QN	AB	6,775,377 B2	8/10/2004	McIlwaine et al.		379	265.06	7/18/2002
	AC							
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FOREIGN PATENT DOCUMENTS								
	DOCUMENT NUMBER	DATE	COUNTRY	NAME			TRANSLATION YES NO.	
	AN							
	AO							
OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)								
QN	AP		Affidavit of John McIlwaine dated September 20, 2004					
QN	AQ		Star Trainer; <i>Simulation Training for Call Center Agents</i>					
EXAMINER <i>Deesha Nguyen</i>				DATE CONSIDERED 6/9/06				
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APPLICANT McIlwaine et al.		GROUP 2642

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
QN	AA	3,245,157	4/12/1966	Laviana, D.W.	434 35	307R	10/4/1963
QN	AB	5,228,859	7/20/1993	Rowe, T. Peter	434	118 118	12/10/1991
	AC						
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FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION YES NO.
QN	AM	WO 2005/011240 A1	2/3/2005	PCT	Baggenstoss et al.	
QN	AN	WO 2005/011243 A1	2/3/2005	PCT	Baggenstoss et al.	
QN	AO	WO 2005/020546 A2	3/3/2005	PCT	McConnell et al.	
	AP					

OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

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EXAMINER <i>Angela Nguyen</i>	DATE CONSIDERED <i>6/9/06</i>
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APPLICANT McIlwaine et al.		GROUP 2642

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
QN	AA	5,513,308	4/30/1996	Mori, Toshiya	715 395	707 155	9/1/1993
QN	AB	6,340,977 B1	1/22/2002	Lui et al	345	709	5/7/1999
QN	AC	2002/0118220 A1	8/29/2002	Lui et al.	345	709	11/20/2001
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FOREIGN PATENT DOCUMENTS

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						YES	NO.
QN	AK	WO 2000/68769	11/16/2000	PCT	Lui et al.		
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OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

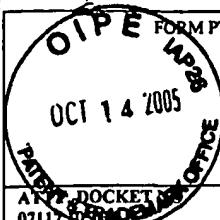
QN	AM	Deloitte & Touche; <i>Tech Trends – 2002 Annual Report</i> ; (2002); Volume 1; pp. 23-26
QN	AN	Knoa Software, Inc.; <i>Achieving Enterprise Application ROI by Managing User Performance</i> ; March 2003; pp. 1-12
QN	AO	Knoa Software, Inc.; <i>Driving ROI From On-Demand Services</i> ; October, 2003; 6 Pages
QN	AP	Knoa Software, Inc.; <i>The knoa Guidance™ Application</i> ; April 2003; pp. 1-12
	AQ	

EXAMINER	<i>Angryh Nguyen</i>
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DATE CONSIDERED

6/9/06

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FORM PTO-1449, Adapted

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ATTY. DOCKET NO. 07117.00000	SERIAL NO. 10/602,804	FILING DATE June 24, 2003
APPLICANT McIlwaine et al.		GROUP 2642

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
QN	AA	5,239,460	8/24/1993	LaRoche, Nancy J.	705 364	11 401	1/3/1991
QN	AB	5,299,260	3/29/1994	Shaio, Jack	379	265.07	7/29/1993
QN	AC	5,499,291	3/12/1996	Kepley, Garry D.	379	265.08	1/14/1993
QN	AD	6,278,777 B1	8/21/2001	Morley et al.	379	265.02	2/17/2000
QN	AE	6,356,632 B1	3/12/2002	Foster et al.	379	265.04	12/31/1998
QN	AF	6,359,982 B1	3/19/2002	Foster et al.	379	266.06	1/12/1999
QN	AG	6,690,788 B1	2/10/2004	Bauer et al.	379	242	9/15/2000
QN	AH	6,771,764 B1	8/3/2004	Dezonno, Anthony J.	379	265.02	1/26/2000
QN	AI	6,865,267 B2	3/8/2005	Dezonno, Anthony J.	379	265.06	11/27/2001
	AJ						

FOREIGN PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION YES NO
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OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

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EXAMINER <i>Duyph Nguyen</i>	DATE CONSIDERED <i>6/9/06</i>
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APPLICANT McIlwaine et al.		GROUP 2642

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
QN	AA	5,206,903	4/27/1993	Kohler et al.	379	309	12/26/1990
QN	AB	6,584,192 B1	6/24/2003	Agusta, Joseph B.	379	265.12	12/6/1999
QN	AC	6,771,765 B1	8/3/2004	Crowther et al.	379	265.09	12/29/1999
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EXAMINER INITIAL		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION YES NO
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OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

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EXAMINER <i>Dwight N. Sauer</i>	DATE CONSIDERED 6/9/06
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